

This site is operated by Holiday Lines L.T.D on behalf of

## **Blue Bird Airways**

### **General Terms:**

In accordance with the Tourism Services (Duty of Fair Disclosure) 2003

### **Dealer details:**

Holiday Lines LTD

2 Pinsker Street, Tel Aviv, Israel

Email: [bookings@bluebirdair.com](mailto:bookings@bluebirdair.com)

CF: 51-261036-1

Phone: + 972-3-6211000

### **Details for reservation:**

Holiday Lines LTD

2 Pinsker Street, Tel Aviv, Israel

Email: [bookings@bluebirdair.com](mailto:bookings@bluebirdair.com)

Phone: + 972-3-6211033

### **General:**

The information presented on this page present the offer of Holiday Lines Ltd.

("Holiday Lines" or "the Company").

Registration and/or reservation and/or payment (also partial) will be considered as the consent of the passenger to all the conditions appearing on this page, and together with the details of the reservation, the information presented on this page will present the contract between Holiday lines and the passenger.

Holiday Lines shall be solely responsible for the information provided by it in writing, and no claim by a passenger that he has not read the terms and conditions specified in this page, or that his attention was not drawn to the information and the conditions prior to his registration.

Holiday Lines Company serves as an intermediary and liaison between the passengers and Blue Bird Airways and does not assume any responsibility for any malfunction, disruption,

delay or any other damages that may be caused by failure to perform and/or due to partial and/or defective performance of any service in the Services Offered by Blue Bird Airways.

**Flights - General:**

The flights offered by Holiday Lines, the details of which may change after booking, including dates, routes, intermediate arrivals and airline details, subject to the approval of the Civil Aviation Administration and the relevant provisions of the law.

The liability for delays, changes and cancellations is by law, and Holiday Lines will not bear any expenses and/or losses incurred by passengers as a result of changes in flight dates.

It is the responsibility of the passenger to provide contact information abroad (telephone, e-mail address), in order to receive notifications of changes, if any, on the flight date and ensure that they can be obtained through these contact details during their stay abroad.

Please note that the airline is requiring the passenger to arrive at the departure or return terminals at least 3 hours before the flight time indicated on the flight ticket.

To your notice, the airline prohibits children under certain age, flying without an adult companion. In addition, it is the responsibility of the parents to check whether in the country of origin and in the countries of destination there are restrictions and requirements of the authorities regarding permits, declarations, etc.

**Flights - Baggage:**

According to the airline's instructions, passengers may carry baggage weighing up to 20 kg in the cargo belly and up to 5 kg in the passenger compartment (size 23X40X51 cm excluding wheels and handles). Baggage weighing more than 20 kg will be charged for excess cargo weight and the tariff to be determined from time to time by the airline (details on the site). Please note that the maximum weight may vary from time to time as per airline considerations.

**Food on flights:**

Please note that a flight ticket does not include food and beverage service during the flight.

**Price/Payment/Currency Exchange:**

The price stated does not include everything that has not been written and stated explicitly, and in particular does not include insurance and liability for the passengers' property and/or bodily injury.

Flights and accompanying services (suitcase, seating, etc.) are presented and charged by the airline at US dollar rates, and can be changed to Israeli shekel or Euro. The payment rate will be the high transfer rate of the currencies stated on the actual payment date, and if the payment was made by credit card - the high transfer rate on the date of the card approval, according to the amount in the selected currency and agreed with the customer.

### **Insurance:**

The Company does not bear responsibility for damages caused to passengers, such as: bodily injury or damage to cargo (indirect or direct) that may be caused to passengers during their flight due to loss of luggage and documents, medical expenses.

The responsibility for purchasing the insurance is for the passenger only, and Holiday Lines will not bear any damage caused as a result of the non-making of the insurance by the passenger.

Please note that the insurance must be purchased prior to leaving the country.

Please note that not every policy covers all cancellations, and it is recommended that you carefully review the insurance terms in this regard.

### **Receipt of travel documents:**

The passenger must check the travel documents he received, upon receipt, and make sure that all the relevant documents are in his possession (airline tickets, insurance, etc.), and that the details listed in them match the order.

### **Cancellation and Credit:**

A passenger making an order from Holiday Lines via the website and/or in any other manner defined as a "remote sale transaction" (in accordance with the Consumer Protection Law) may cancel the transaction within fourteen (14) days of the date of the reservation or from the date a passenger received the details of the transaction – which ever comes later, under the condition that the transaction date is over 7 working days, from the date the service was supposed to be provided.

A customer with disabilities, senior citizen (from the age 65 years) or immigrant is entitled to cancel the transaction within 4 months from the transaction date, only when the transaction was made verbally (or through Email) and the time of cancellation is over 7 working days from the time that the service is due to be given.

It is recommended that you give the cancellation notice by telephone, by contacting the telephone service department - 972-3-6211033. The cancellation notice can also be delivered in one of the following ways:

The website ([www.booking.bluebirdair.com](http://www.booking.bluebirdair.com)), emails at [bookings@bluebirdair.com](mailto:bookings@bluebirdair.com), faxes (03-9446463) and registered mail to Pinsker 2, Tel Aviv, 6233322, for Service Department.

Blue Bird Airways will return the customer's money within 14 days from the day of the cancellation notice, with a deduction of 5% from the sum of the reservation per passenger or 100 NIS per passenger, which ever lower.

In circumstances and in certain cases, including a defect or discrepancy between the service and the details provided to the consumer, it may be possible to cancel a transaction beyond the period prescribed by law and the consumer will be entitled to a refund without cancellation fees.

"Working days" - except on Shabbat and Holidays. Fridays and holiday eves will not be considered a day of rest.

Sometimes the airline can reduce the cancellation fee, but such a reduction depends on the good will of the airline and Holiday Lines does not undertake to do so. The aforesaid does not derogate from the provisions of the Consumer Protection Law.

**Flight cancellation or change in its terms:**

A passenger who has received notice of a change in flight cancellation or flight, at least 14 days prior to the date of the flight determined in the flight ticket, and under the circumstances of the change and in accordance with the Aviation Services (Compensation and Assistance in Flight Cancellation or Change of Conditions), Unless otherwise notified upon receipt of the notice.

**Passport and visa:**

The Passenger shall be responsible for obtaining all documents, visas, permits, etc. required for travel, as well as for compliance with other Government travel documents, requirements, and all the applicable laws concerning exit, entry and transit in the countries of departure, arrival and transit. Holiday Lines do not deal with visas.

Without derogating from the aforesaid passengers must always present:

- A valid non-expired passport
- A passport that bears the holders signature.
- It is NOT temporary
- It is NOT In-lieu

Israelis Passengers have full responsibility to check in advance that they have valid passports at least 6 months from the day they return to Israel. It is their responsibility to ensure that the spelling and correctness of the passenger's name as indicated in the booking and the flight ticket will be identical to the name of the passenger as indicated in his passport. Passengers that don't meet the above mentioned criteria and they are considered as inadmissible in the country that they are visiting, they might be eligible to pay a fine of €5.000 - €10.000 per case.

**Complaints and Jurisdiction:**

In order for us to contact Blue Bird Air Ways to investigate a complaint and/or claim, any complaint and/or claim available to the passenger must be submitted by written to Holiday Lines within a reasonable time after the passenger's flight and no later than 15 days after their last service. Since the center of the Holiday Line activity is located in Tel Aviv, it is hereby agreed that in any case of dispute and/or claim and/or dispute that one party has against the other, the Tel Aviv-Jaffa Court shall have exclusive jurisdiction to hear the matter.

[Aviation Services Law](#)